21st Century Project Departmental Communications Planning Guide

Helping departments keep employees informed

Contents

Introduction - The importance of sharing information

The deployment of the MyCalPAYS system is one of the most significant changes in the way the State of California manages its human resources and payroll. This new system and the processes associated with it will result in changes for your human resources (HR) staff, as well as some changes for your supervisors, managers and employees.

With such an important implementation, it is essential to remember that your Department Support Team (DST) has the responsibility to gather and disseminate information to impacted groups. The gathering and disseminating of information is captured in the "Employee Readiness" task on the Master Readiness Task List (MRTL). The State Controller's Office (SCO) has issued this guide to assist departments in completing that task by helping DSTs plan successful communications within their departments.

This guide will help you:

- Understand the branding requirements of MyCalPAYS and the 21st Century Project.
- Identify the recommended communications approach and the communication needs unique to your department.
- Plan the activities that best meet your department's communication requirements and create a timeline for communicating information.
- Review tools provided by SCO and identify additional communication tools needed for your department.
- Develop a communications plan for your department.

Think about MyCalPAYS as a brand name, just as you would think of some of your favorite supermarket brands. We all associate different attributes with certain brands - some positive, some negative.

We want to establish a positive brand image for MyCalPAYS. We also want to make sure the information we are giving is consistent across all departments. It is important that our ultimate customers - State employees - hear positive, concise and consistent messages.

This guide has been designed to help you do just that.

The communications plan for your employees should consider the following guiding principles:

1. Your department's management team should assist with communicating information to employees and should be consulted when asking for the use of any employee's time.

    > **Note:** *This guide includes recommendations and a tool for communicating with managers prior to communicating with employees.*

2. Employees must be made aware of any policy or process change that affects their pay.
3. Employees should be given the opportunity to ask HR-related questions.

While communicating to employees is critical to the successful adoption of MyCalPAYS, it is also important to plan for communicating to your HR staff. We have provided a recommended, but optional plan for communicating with your HR staff.

> *Note: SCO will provide a Human Resources Publication Catalog which can be used to plan communications activities specifically for HR Staff. Although communicating with HR staff is not a requirement of the Master Readiness Task List for Pilot 2 departments, the catalog is described in this guide. This guide also provides a consolidated view of a calendar which includes both employee (including supervisors and managers) and HR communications activities.*

If you choose to include HR staff in your communications plan, you should consider three guiding principles:

1. Information should be provided early to reduce anxiety and control rumors.
2. All communications should build on previous messages until staff understands the messages at the necessary level of detail.
3. Communications must include enough details so HR staff will understand what to expect.

In general, all employees should have the opportunity to hear informational messages about MyCalPAYS multiple times, in multiple ways. This may mean using various communications tools to provide the same information. For example, an e-mail may be sent while simultaneously posting the same message on your department's intranet site. Using this approach, you will have the most success ensuring that everyone is prepared once your department begins using MyCalPAYS.

As you begin to plan your communications strategy, you will need to identify which resources are already in place within your department, what the normal communications methods are that your department is prepared for and what you can reasonably do with your resources, time constraints and budget.

Overview - What you will find in this guide

The 21st Century Project has designed this guide to assist your department in creating a successful communications plan. The guide includes five sections as outlined below.

I. Overview of the MyCalPAYS Publication Catalogs
    This section provides an overview of the MyCalPAYS Publication Catalogs for both employees and HR staff. The overview includes descriptions of what publications are included in each catalog, how each publication should be used, guidelines for customizing materials while maintaining consistent project messages, and communications standards.

II. Communications Planning Overview
    This section outlines a suggested communications approach and plan meant to provide a strategy for creating your own plan to get information to employees and HR staff within appropriate timeframes. The approach and plan should be modified as necessary to define a schedule that fits your department's needs.

III. Your Communications Plan
   The third section provides you with suggestions to help document the plan that is right for your department. Doing this will allow you to more easily track and report your department's progress with the employee readiness task.

IV. MyCalPAYS Employee Publication Catalog
   This section provides the Table of Contents for MyCalPAYS employee publications, including suggestions on how each publication can be used as a tool to effectively communicate information with your employees.

V. MyCalPAYS Human Resources Publication Catalog
   This section provides the Table of Contents for the MyCalPAYS HR publications, including suggestions on how each publication can be used as a tool to effectively communicate information with the HR staff in your department so that they are prepared not only to use MyCalPAYS, but also have a foundational understanding of the system as they attend training.

   The goal of this guide it to assist your department in building a communications plan that provides pertinent and timely information for employees, as well as your HR staff.

I. Overview of the MyCalPAYS Publication Catalogs

This guide is meant to accompany the MyCalPAYS Publication Catalogs, which are a set of pre-defined communications documents and templates intended for your department's employees (including supervisors and managers) and human resources (HR) team. There are two catalogs – one for each of these groups.

To locate the MyCalPAYS Publication Catalog, navigate to Chapter 3.3 - Communications on the DST SharePoint Site

Examples of information included in the MyCalPAYS Employee Publication Catalog are draft e-mails announcing MyCalPAYS, presentations on MyCalPAYS for supervisors and managers, employee overview session presentations, and the MyCalPAYS Employee Information Guide.

The MyCalPAYS HR Publication Catalog contains publications for your HR team. Examples include the MyCalPAYS HR Information Guide, draft e-mails with MyCalPAYS messaging, a quick reference guide, MyCalPAYS forms, and the Cutover and Post-Go Live Guide.

The publication catalogs are located on the Department Support Team SharePoint Site. You can access this planning guide and the publication catalogs by clicking on, copying and pasting, or typing the following link into your web browser:

Department Support Team SharePoint Site:
https://ws3-06.myloadspring.com/mycalpays/DST/DST%20Project%20Binder/Forms/AllItems.aspx?RootFolder=%2fmycalpays%2fDST%2fDST%20Project%20Binder%2fChapter%2003%20%2d%20User%20Readiness%2f3%2e3%20Communications&FolderCTID=&View=%7bFB62E91F%2d12E7%2d4648%2d8BB4%2dB8B255255852%7d

Note: Not all items in the publication catalogs will be available at the time this guide is released for Pilot 2. Sections IV and V provide a planned release date along with a description for each item.

Guidelines for Using the MyCalPAYS Publication Catalogs
The following section provides detailed information on the general requirements for using the items in the publication catalogs. This includes style, grammar and usage requirements. The goal of providing this information is to help standardize messages sent by departments about MyCalPAYS, and to provide departments assistance with developing customized communications using the templates provided in the catalogs.

Branding MyCalPAYS Communications
Branding is more than providing the system name on a document. It means adhering to a planned marketing campaign to ensure appropriate name recognition and avoid confusing

messages. The following section outlines the campaign put in place to ensure appropriate branding of MyCalPAYS.

Referencing the 21st Century Project and MyCalPAYS

All references to the 21st Century Project and MyCalPAYS must appropriately distinguish between the two. The following descriptions will help you make the appropriate choices when referencing the Project or the system.

- The 21st Century Project is the State Controller's Office (SCO) project to implement a new personnel and payroll system.
- MyCalPAYS is name of the new system being implemented.
- SAP is the brand name of the software running MyCalPAYS. Many of the consultants working on the 21st Century Project are contracted through SAP, the company.

The following guidelines will aid you in being consistent when referring to the 21st Century Project:

- When referencing the SCO's 21st Century Project, spell out the name as shown. Do not abbreviate it.
- Capitalize the word 'Project' when referring to the 21st Century Project.

The following guidelines will aid you in being consistent when referring to MyCalPAYS or SAP:

- When referencing the MyCalPAYS system, spell out the name. Do not abbreviate it.
- When referencing MyCalPAYS in documents, always capitalize the "M," "C," and "PAYS." The other letters must be lowercase.
- Do not refer to MyCalPAYS as SAP, unless specifically referencing an SAP term, function or system requirement.
- The term 'SAP' should be used sparingly, and only when it is required for clarification.
- When speaking about SAP, pronounce it "S-A-P."

Templates

All publications that are meant to be customized by the departments are provided in pre-populated templates. The information suggested for customization is shown with brackets (<< >>) in red font for easy recognition. Once the information is finalized, the brackets should be removed and the font should be changed back to black. Each modifiable template will be provided in either Microsoft Word or PowerPoint.

Logo

The MyCalPAYS logo must be on all documents including Word, PowerPoint, PDF, and Excel files. It must be added to any intranet or website developed where the majority of the information is MyCalPAYS related.

For documents produced in black and white, the black and white logo should be used. All other documents must include the color logo. The logo is available in various sizes. The following documents provide recommendations for when to use each size.

Filename	Use
MyCalPAYS white bkgrnd 75 x 126.jpg	Use in the upper right-hand corner of Word documents, Excel files and PowerPoint presentations
MyCalPAYS wht bkgrnd 200 x 335.jpg	Use on intranet and web pages and on the title page of PowerPoint presentations
MyCalPAYS wht bkgrnd 300 x 503.jpg	Use on document cover pages
MyCalPAYS_Logo_Gray.tif	Used for all black and white documents

Font

All documents produced to disseminate information about MyCalPAYS should be written with the following rules in mind.

For Word documents:
- Arial 11pt font is to be used for all titles and headers.
- Times New Roman 11pt font is to be used for all body text.

For PowerPoint Presentations:
- Arial 28pt font is to be used for all titles and headers.
  - All titles and headers should be bolded.
  - Titles and headers should, primarily, be held to a single line. Adjustments to the title or heading font can be made when two lines are required.
  - Font size for titles and headers should not exceed 28pt or be smaller than 22pt.
- Arial 22pt font is to be used for all text, including bulleted text on slides.
- Arial 18pt font is to be used for all sub-bullets. This text should not be bolded.
- Arial font should be used for all graphics; the size should be determined by the requirement for the graphic, but clear enough to read from a distance of six feet when projected.

Colors

The identity of MyCalPAYS documents depends on many factors including the logo placement, choice of font, and colors associated with the document. The following table outlines the acceptable colors for graphics, backgrounds, charts, etc. These colors are derived from the MyCalPAYS logo. Adjusting colors can be done through the custom color settings in the software you use. The codes given are for standard Red, Green, Blue (RGB) color mixing and hexadecimal color codes.

Color	RGB	Hexadecimal
Dark Blue	R=1, G=112, B=191	#0170BF
Medium Blue	R=124, G=209, B=248	#7CD1F8
Light Blue	R=187, G=206, B=223	#B9CEE1
Spring Green	R=179, G=214, B=110	#B3D66E
Dark Green	R=11, G=116, B=75	#D6D6D6
Medium Green	R=37, G=176, B=77	#25B04D
Light Green	R=176, G=195, B-155	#A8C49C

II. Communications Planning Overview

The following sections provide a suggested communications approach for creating your department's plan to get information to employees (including supervisors and managers) and HR staff. The first section, "How to Begin – An Approach," provides details regarding what is necessary to plan successful communications, suggestions for how to appoint a team to execute planned communications activities and recommendations on material development.

The second section, "Sample Consolidated Communications Event Calendar," provides a calendar view of a sample communications plan which includes both employee and HR staff communication activities. This calendar is meant to be a tool to support the development of your department's communications plan.

How to Begin – An Approach

All planning should begin with understanding the timeframe you have to work within. Your department's go live date and scheduled readiness tasks should dictate when you plan your communications activities. We recommend planning backward from your department's deployment date for most items. With that in mind, we also want to remind you that there will be time after your go live, but before your employees receive their first paycheck from MyCalPAYS, to continue communications activities. We recommend using that time to communicate with employees on changes they will see on their first pay check.

Before you begin your communications plan, you should identify any 'blackout' dates where employees and/or HR staff will not be available. Understanding these dates will help you provide a calendar which will be more easily accepted by your team and your management.

You should also gather information on what communication channels are already available for you to use. Some questions you may need to ask include:

- Do we have a place on our intranet where we can link to MyCalPAYS information on the SCO website (www.sco.ca.gov)?
  - Who is our contact for getting items added to our intranet?
  - What are the guidelines for adding information to our intranet?
- Do we have distribution lists available for each group we will need to be in communication with?
  - If so, who maintains those lists?
  - If not, how can we get a list created?
- What communication vehicles are already in use by our department, and how can we use them for communicating about MyCalPAYS?
- Who on our team will be able to organize the communications activities, including production and distribution of information, and the planning and execution of events and activities?
- Do we have graphics and design resources available?
- Do we have a budget to print documents?

Planning is important for any communications activity and is key for all activities related to the deployment of MyCalPAYS. While there may be more publications available in the Employee Publications Catalog than the HR Publications Catalog, it is important that you invest in providing your HR staff the information they need related to processes. Decisions your department makes about changes to processes based on the deployment of MyCalPAYS are key for the success of your HR staff once on MyCalPAYS. Providing them information on the decisions will help them to understand the big picture – MyCalPAYS training will give them the skills needed to operate in MyCalPAYS, but that is simply one aspect of preparing them for their future role.

Your HR staff and employees will thank you for taking the time to help them understand the changes that will come with MyCalPAYS and how they fit in with any new or changed processes.

Sample Consolidated Communications Event Calendar

The following pages contain a calendar which captures all of the communications activities and publication releases recommended in the Employee and HR Publication Catalogs. You will notice that this calendar contains color coding to help you easily identify which activities are related to employees and which are related to HR staff. The calendar is meant to provide a glimpse of how your department's communications plan can be developed and how the activities would play out over time.

Note: The timeframes are recommended timeframes for Pilot 2. This guide will be updated with Wave 3, 4 and 5 recommended calendars at a later date.

Color	Description
	Planning or Project Related
	Employee Related
	HR Staff Related
	Blackout Dates

July 2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4 **Holiday**	5	6	7
8	9	10	11	12 **P2 DST Meeting** **Post Load Validation Workshops**	13 **Begin Comms Planning** **Post Load Validation Workshops**	14
15	16 **Post Load Validation Workshop**	17 **Post Load Validation Workshop**	18 **Post Load Validation Workshops**	19 **Post Load Validation Workshop**	20	21
	23 **Master Payroll Cutoff**	24	25	26 Invite Managers to MyCalPAYS Overview Session (e-Mail #1)	27 Invite Employees to MyCalPAYS Overview Sessions, Part 1 (e-Mail #2)	28
29	30 Release Poster 1 and Newsletter Article 1	31				

August 2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 Post Video and Employee FAQs	**2 Cutover Showcase**	**3** Invite HR Staff to HR Road Show	**4**
			Conduct Manager Presentations			
5	**6** Issue Cutover and Post-Go Live Guide	**7**	**8**	**9**	**10**	**11**
		Conduct Employee Overview Sessions, Part 1				
12	**13**	**14**	**15**	**16**	**17** Release Poster 2 and employee Fact Sheets	**18**
		Conduct Employee Overview Sessions, Part 1				
19	**20**	**21** Issue MyCalPAYS HR Information Guide Conduct HR Road Shows	**22** **Master Payroll Cutoff**	**23**	**24** Conduct HR Road Shows	**25**
26	**27** Post HR Fact Sheets and End User FAQs	**28**	**29** Post HR Forms Post Employee Forms	**30**	**31** Invite Employees to MyCalPAYS Overview Sessions, Part 2 (e-Mail #3)	

September 2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3 Holiday	4 Go Live Send Go Live Announcement, Post Newsletter 2 and release Poster 3	5	6 Review Post Go Live Document with HR Staff	7 Post Employee Information Guide	8
9	10	11	12	13	14	15
			Conduct Employee Overview Sessions, (Part 2)			
16	17	18	19	20	21	22
			Conduct Employee Overview Sessions, (Part 2)			
23	24	25	26	27 Release Newsletter 3	28 M1/S2 Pay Day	29
		Conduct Employee Overview Sessions, (Part 2)				
30						

III. Your Communications Plan – Next Steps

Your next steps are to plan and execute employee communications activities at your department. We recommend creating a formal communications plan to assist you with receiving necessary approvals, identifying necessary resources, and tracking what information your employees have received about MyCalPAYS.

> *Note: Although department's communicating with HR staff is not a requirement of the Master Readiness Task List (MRTL) for Pilot 2 departments, SCO will still provide the HR Publication Catalog as referenced in this guide for those departments that are able to include HR-specific messages in their communications plan.*

The 21st Century Project Team is here to support your communications efforts. Your deployment liaisons can help you determine what communications plan will work best for your department and will make help ensure that your plan meets the requirements of the Employee Readiness Task assigned to you on your MRTL. Please speak with your deployment liaisons and make sure they are aware of any issues you are having with your communications approach or plan, as well as if you identify additional communications tools that would help you to communicate more effectively at your department. Your deployment liaisons will be in contact with the 21st Century Project Communications Team to ensure we do our best to assist you with your communications needs.

You may contact the 21st Century Project Communications Team with specific questions or to solicit advice on how to manage your communications plan. Your main point of contact should be your deployment liaison who will in turn contact the Communications Team on your behalf.

IV.   MyCalPAYS Employee Publication Catalog Overview

It is essential that the employees, including supervisors and managers, in your department understand what changes they may see once your department is on MyCalPAYS. Some changes will be minimal and may affect only a small amount of people. Other changes may be more widespread and have a larger impact. No matter the size of the change, employees must have the opportunity to understand them before they happen and ask questions. Allowing this opportunity will greatly reduce the amount of questions your department's supervisors, managers, and HR staff receive during the first one to three months on MyCalPAYS.

The MyCalPAYS Employee Publication Catalog contains a variety of pre-defined documents and tools that your DST can use to share information about MyCalPAYS at your department. The catalog contains the following types of tools:

- Pre-written e-mail invitations that can be modified with event details,
- Presentations to help you communicate changes to employees, including supervisors and managers,
- An information guide which explains the details of the changes employees can expect once on MyCalPAYS,
- Frequently Asked Questions (FAQs) which can be posted to a website or distributed via e-mail,
- Posters that can be posted in work areas or used as flyers at events and meetings, and
- Pre-written informational newsletter articles which can be added to a pre-existing newsletter, posted to a website or distributed via e-mail.

The employee publication catalog has components that can be customized to include department specific information, but the messages and content should be left primarily as it is issued from SCO. Please see Section I for the guidelines to editing materials included in the catalog.

The following pages contain a table which outlines the details of each item included in the employee publication catalog. The table includes suggestions on how each tool can be used to effectively communicate with staff at your department, as well as which items departments are required to be included in your communications plan and which are highly recommended. Please read through the table carefully as you begin your planning efforts. If you have questions regarding any item, be sure to contact your deployment liaison so that the question may be answered and your planning efforts may continue.

Employee Publication Catalog Guide

Publication	Type	Description	Suggested Use	Suggested Department Release	Available from SCO (on DST SharePoint Site)	Required?
e-Mail Invitation 1: Inviting Managers to MyCalPAYS Information Session: MyCalPAYS for Managers: What You Need to Know	Word Document	This is a draft e-mail which invites managers to an overview session on MyCalPAYS. This e-mail should be customized with applicable dates, times, locations, and department-specific items. Agenda: • MyCalPAYS Overview • Department Support Teams • Timeline of Key Events • Impacts to the Departments • Engaging Employees • Next Steps • Getting Answers	These sessions can be held in conjunction with other staff meetings, virtually, or in large auditoriums. The goal is to get the message about what is coming and present the path forward for engaging employees, out to supervisors and managers first.	6 Weeks Before Go Live	07/20/2012	Yes

Employee Publication Catalog Guide						
Publication	Type	Description	Suggested Use	Suggested Department Release	Available from SCO (on DST SharePoint Site)	Required?
e-Mail Invitation 2: Inviting Employee to MyCalPAYS Overview Session, Part I	Word Document	This e-mail invites employees to the first overview session on what changes they can expect from MyCalPAYS. This session will focus on the following: • The plan to roll out a new system to manage your personnel records and payroll • Changes to benefits processes, including the Benefits Confirmation Report • Overview of pay stub changes • Introduction of the Person ID to identify employees • Changes to reporting time • Available resources and how to get assistance • Next steps This invitation should be customized to include date, time, location and additional details on department specific items.	These sessions can be held in person, virtually or in conjunction with other employee meetings and are mandatory.	6 Weeks Before Go Live	07/20/2012	Yes
MyCalPAYS Brochure	PDF of Brochure	This printable brochure provides a high-level view of the benefits of MyCalPAYS as well as the deployment schedule.	This brochure can be incorporated in the invitation to managers for their information session, and/or provided at various events planned for HR staff and employees.	6 Weeks Before Go Live	07/20/2012	No

Employee Publication Catalog Guide

Publication	Type	Description	Suggested Use	Suggested Department Release	Available from SCO (on DST SharePoint Site)	Required?
Presentation: MyCalPAYS for Managers: What You Need to Know	PowerPoint Presentation	A presentation to announce MyCalPAYS to all departmental supervisors and managers. The presentation will provide a high-level view of what to expect. Key messages include: • MyCalPAYS is coming and we will be engaging employees • Your support of HR as our department moves to MyCalPAYS is an important component to making a smooth transition • We are here to answer your questions and provide you the real scoop on what MyCalPAYS means to you and your employees • What we are asking you and your employees to do This session will be an important to gain support and build awareness. It will also be key in making sure that managers can be a source of support and information for employees which will aid HR staff as a first line of support. This presentation should be customized to include details on department specific items.	This presentation should be delivered to all managers within your department. This can be done through a series of in-person sessions, via a virtual session or a combination of both.	5 Weeks Before Go Live	07/25/2012	Yes

MyCalPAYS

Employee Publication Catalog Guide						
Publication	**Type**	**Description**	**Suggested Use**	**Suggested Department Release**	**Available from SCO** (on DST SharePoint Site)	**Required?**
Newsletter Article 1: Introduction to MyCalPAYS	Word Document	This is the first in a series of announcements we recommend you publish either in a newsletter or on your intranet site. It can also be sent via e-mail with some modifications. The article as written is a short - approximately150 word - introduction to MyCalPAYS and is perfect to broadcast across a broad audience. This newsletter should be customized to meet necessary department specific information needs.	Add the article to your next newsletter, or post it on your intranet site in a highly visible area such as a "What's New" section. It can also be e-mailed. Choose your communication vehicle based on what works well in your department.	5 Weeks Before Go Live	07/23/2012	Highly Recommended
Poster 1: MyCalPAYS – Coming Soon	PDF of a Poster	A wall poster announcing MyCalPAYS that can also be distributed as a flyer.	Print and distribute the poster to bulletin boards or provide flyer print outs for employees.	5 Weeks Before Go Live	07/23/2012	Highly Recommended
Employee FAQs	A link to a PDF document posted on SCO's website	A document which has a listing of frequently asked questions from the employee perspective.	This document is housed on SCO's website and can be linked to from your department's intranet or downloaded and distributed. This document is a good way to provide information in support of employee presentations.	5 Weeks Before Go Live	07/27/2012	Highly Recommended

Employee Publication Catalog Guide						
Publication	**Type**	**Description**	**Suggested Use**	**Suggested Department Release**	**Available from SCO** (on DST SharePoint Site)	**Required?**
MyCalPAYS Video	URL to Video	Recorded video that provides employees an opportunity to hear MyCalPAYS changes that will affect them. The information is based on the first employee overview session and does not allow you to add custom content. The video is posted on SCO's website and may be used for employees that were unable to attend the overview sessions held at your department.	Provide a link to the video on your intranet site. Augment the information provided in the video with additional presentations and/or information provided on your intranet site to meet your department-specific communication needs.	5 Weeks Before Go Live	07/27/2012	Highly Recommended
Employee Overview Session, Part 1	PowerPoint Presentation	This is a one hour presentation for all employees and is aimed at providing an overview of the 21st Century Project, the MyCalPAYS system and impacts to the employees. This presentation should be customized to include department specific information on decisions you have made related to timesheets, meeting payroll cutoff dates, processing direct deposit forms and other important processes.	These sessions can be held in person, virtually or in conjunction with other employee meetings and are mandatory.	4 to 3 Weeks Before Go Live	07/27/2012	Yes

Employee Publication Catalog Guide						
Publication	**Type**	**Description**	**Suggested Use**	**Suggested Department Release**	**Available from SCO** (on DST SharePoint Site)	**Required?**
Employee Fact Sheets	A link to a PDF document posted on SCO's website	Documents with general information on specific topics of greatest importance to employees. All documents will be written from the employee perspective. Topics for fact sheets, include— • General Employee Impacts • Pay Stub Changes • The New MCP Timesheet (proposed) • Once in MyCalPAYS, Always in MyCalPAYS (proposed)	These documents are available on the SCO website and can be linked to from your department's intranet site. You can also provide them to employees in e-mails or print them and having them on site at your HR offices, post them on bulletin boards, etc.	3 Weeks Before Go Live	08/10/2012	Highly Recommended
Poster 2: MyCalPAYS—What Are the Facts?	PDF of a Poster	A wall poster that can also be distributed as a flyer. It provides quick facts on what to expect when MyCalPAYS is deployed at your department. This poster can be used to direct employees to the SCO website to get more detailed information.	Print and distribute the poster to bulletin boards or provide flyer print outs for employees.	3 Weeks Before Go Live	08/10/2012	Highly Recommended
e-Mail Invitation 3: Inviting Employee to MyCalPAYS Overview Session, Part 2: Pay Changes	Word Document	An invitation to the final employee overview session which focuses on changes employees will see with their first MyCalPAYS paycheck. This invitation should be customized to include date, time, location and additional details on department specific items.	These sessions can be held in person, virtually or in conjunction with other employee meetings and are mandatory.	1 Week Before Go Live	08/24/2012	Yes

Employee Publication Catalog Guide						
Publication	**Type**	**Description**	**Suggested Use**	**Suggested Department Release**	**Available from SCO** (on DST SharePoint Site)	**Required?**
MyCalPAYS Forms	Links to PDF versions of forms	A PDF version of the approved forms that will be most used by employees once on MyCalPAYS. This will include: • MCP 014: Direct Deposit Form • STD. 634MCP: Timesheet Additional forms will be added to this packet as they are approved.	Make these forms available via your department's intranet site or provide printed copies at meetings and in your HR offices. Note: The distribution of the STD 634MCP will be dependent on your department's decision to use the form.	1 Week Before Go Live	08/24/2012	Highly Recommended
Newsletter Article 2: Making a Smooth Transition	Word Document	This is the second in a series of three newsletter articles that should be shared with employees. This newsletter should be distributed in the same way as the Newsletter Article 1. The focus of this article is on making a smooth transition to MyCalPAYS. This newsletter should be customized to meet necessary department specific information needs.	Add the article to your next newsletter, or post it on your intranet site in a highly visible area such as a "What's New" section. It can also be e-mailed. Choose your communication vehicle based on what works well in your department.	Week of Go Live	08/24/2012	Highly Recommended
Poster 3: MyCalPAYS—Welcome to MyCalPAYS	PDF of a Poster	A wall poster that can also be distributed as a flyer. This poster's theme is "Welcome to MyCalPAYS" and provides additional information on their first paycheck.	Print and distribute the poster to bulletin boards or provide flyer print outs for employees.	Week of Go Live	08/27/2012	Highly Recommended

Employee Publication Catalog Guide

Publication	Type	Description	Suggested Use	Suggested Department Release	Available from SCO (on DST SharePoint Site)	Required?
Employee Overview Session, Part 2: Pay Changes	PowerPoint Presentation	This is a 1 hour presentation for all employees that focuses on changes they can expect with their first MyCalPAYS check. This presentation should be customized to include department specific information on decisions you have made related to timesheets, meeting payroll cutoff dates, processing direct deposit forms and other important processes.	These sessions can be held in person, virtually or in conjunction with other employee meetings and are mandatory.	1 Week After Go Live	08/27/2012	Yes

MyCalPAYS

Employee Publication Catalog Guide						
Publication	**Type**	**Description**	**Suggested Use**	**Suggested Department Release**	**Available from SCO** (on DST SharePoint Site)	**Required?**
Employee Information Guide	PDF Document	A general guide to the impact of MyCalPAYS from the employee perspective. The guide will include sections on benefits, pay, time, forms and other areas: **General** • About MyCalPAYS • What is changing **Forms** • New forms **Pay** • Pay changes • Pay stub differences **Time** • STD. 634MCP Timesheet **Benefits** • Benefits Confirmation Report **Managing Personnel Matters** • Transferring once your records are in MyCalPAYS • Concurrent employment impacts • Resources	The MyCalPAYS Employee Information Guide is meant to accompany the Employee Overview Session, Part II. This guide can be posted on your department intranet site, printed, and/or distributed via e-mail to employees in your department. It should not be released until at least Part I Employee Overview Sessions have been held. This will ensure that employees have a basic understanding of MyCalPAYS before they receive the guide.	1 Week After Go Live	09/04/2012	Yes
Newsletter Article 3: Possible Pay Changes with MyCalPAYS	Word Document	This is the third in the series of newsletter articles and it should be distributed in the same manner as the other articles. This article focuses on possible pay changes that employees may see with their first check from MyCalPAYS. This newsletter should be customized to meet necessary department specific information needs.	Add the article to your next newsletter, or post it on your intranet site in a highly visible area such as a "What's New" section. It can also be e-mailed. Choose your communication vehicle based on what works well in your department.	4 Weeks After Go Live	09/21/2012	Highly Recommended

		Employee Publication Catalog Guide				
Publication	**Type**	**Description**	**Suggested Use**	**Suggested Department Release**	**Available from SCO** (on DST SharePoint Site)	**Required?**
e-Mail Messages	Word Documents	e-Mail messages which are generic templates that can be customized for your specific department's needs. The templates provide standard, approved language and branding for MyCalPAYS information. The following messages are available: • Cutover message • Go live message • Getting help message • Paycheck Calculator message	When planning for these messages, you should identify the distribution list and approval process for the messages. Typically, these messages are distributed via leadership. This should be determined at the time of planning and approvals should be obtained.	1 Week Before Event	08/01/2012	Highly Recommended

V. MyCalPAYS Human Resources (HR) Publication Catalog Overview

The HR staff at your department will be the group of employees that experiences the most changes based on the deployment of MyCalPAYS. Your HR staff will begin experiencing changes as soon as training begins and MyCalPAYS is formally introduced. Those changes will continue as each person mapped to a role in MyCalPAYS gains access to the system upon your department's go live date. The HR Publication Catalog is designed to begin informing your HR staff of MyCalPAYS and what changes to expect earlier, rather than later. The early exposure will help to make their transition smoother and reduce anxiety.

Just as the MyCalPAYS Employee Publication Catalog contains a variety of documents and tools to assist the DST in sharing information with employees, including supervisors and managers, the MyCalPAYS HR Publication Catalog contains a variety of pre-defined documents and tools that your can be used to provide HR staff with more information on their transition to MyCalPAYS. The catalog contains the following types of tools:

- A MyCalPAYS Human Resources Information Guide, which provides HR staff with basics on many of the changes they will experience with MyCalPAYS. This guide can be used as a supplement to training materials, as well as a quick reference after training.
- Fact Sheets, presentations and Frequently Asked Question (FAQ) which can be added to your department's intranet as reference tools.
- A series of quick reference cards covering information needed to be at the ready at a moment's notice.
- A cutover and post-go live guide, which includes descriptions of key activities, timeframes and planning tips for these crucial periods of deployment.

Although the MyCalPAYS HR Publication Catalog provides a lot of information to assist in communicating changes to HR staff, it is important to note that the catalog does not and cannot include all of the information that your HR staff will need to know about the MyCalPAYS deployment at your department. As your department moves through the readiness activities outlined on the Master Readiness Task List (MRTL), many important decisions specific to your business processes and procedures will need to be defined. The information in the catalog, as well as that information provided in training will not get down to the level of detail needed for your department-specific decisions. It will be important that your department decide how to best communicate these decisions, develop any necessary materials and include them in your communications plan.

The HR publication catalog has components that can be modified to include department specific information, but the messages and content should be left primarily as it is issued from SCO. Please see Section I for guidelines to editing the materials included in the catalog.

The following pages contain a table which outlines the details of each item included in the HR publication catalog. The table includes suggestions on how each tool can be used to effectively communicate with HR staff at your department, as well as which items departments are required to disseminate and which are highly recommended. Please read through the table carefully as you begin your planning efforts. If you have questions regarding any item, be sure to contact your deployment liaison so that the question may be answered and your planning efforts may continue.

Note: Although department's communicating with HR staff is not a requirement of the MRTL for Pilot 2 departments, SCO will still provide the HR Publication Catalog as described in this guide for those departments that are able to include HR-specific messages in their communications plan.

Human Resources Publication Catalog Guide						
Publication	Type	Description	Suggested Use	Suggested Department Release	Available from SCO (on DST SharePoint Site)	Required
e-Mail Invitation 1: Inviting HR Staff to a Road Show	Word Document	An invitation for all HR staff to attend the HR Road Show presentation. This e-mail should be customized to include department specific processes changes, the event times/dates and locations, and the presenter's name. This e-mail also includes an overview of the plan for communications with your HR staff.	This e-mail should go out well before the HR roadshow. If your department has already held HR road show presentations, you can customize this e-mail to include an overview of the communications for your HR staff.	5 Weeks Before Go Live	07/27/2012	Highly Recommended
Cutover and Post Go Live Guide	PDF Document	A guide to the key cutover activities, timeframes and post go live processes. This guide should be followed by your HR team to ensure the month before go live is planned according to activities that need to be done for data cleansing and preparation. The post go live portion will guide your teams on what to do day one, and beyond.	Activities in the guide should be reviewed by the DST prior to cutover and go live and each recommended activity should be planned for as the time approaches. Staff should be informed of their roles in the activities and should be given the opportunity to have access to DST or SCO provided assistance.	4 Weeks Before Go Live	07/31/2012	Highly Recommended

	Human Resources Publication Catalog Guide					
Publication	**Type**	**Description**	**Suggested Use**	**Suggested Department Release**	**Available from SCO** (on DST SharePoint Site)	**Required**
MyCalPAYS Human Resources Information Guide	PDF Document	A general guide to be made available to all HR staff which outlines information on what will be changing once MyCalPAYS deploys. It will include information on the following: • New forms • Pay changes • Pay stub differences • STD. 634MCP • Benefits Confirmation Report • Resources • Interim Business Processes • MyCalPAYS & MyCalPERS • FMLA workbench • Workflow • Logon information • Payroll calendar	This guide should be handed out in conjunction with training. The guide can be used during training as a reference as it reinforces key changes discussed in training. It should also be made available to new HR staff as they join your department.	2 Weeks Before Go Live	08/15/2012	Highly Recommended

		Human Resources Publication Catalog Guide				
Publication	**Type**	**Description**	**Suggested Use**	**Suggested Department Release**	**Available from SCO** (on DST SharePoint Site)	**Required**
MyCalPAYS Forms	Links to PDF versions of forms	All forms relevant for HR staff will be provided in PDF format as they are approved. These forms can be reviewed by staff prior to go live to ensure they understand how they are to be used. Your department will also want to consider if these forms should be provided to timekeepers, attendance clerks, etc. Forms that are automated by the system will not be provided in this format.	The forms will be provided in one of two places. 1. All approved standard forms will be made available on the DGS Standard Form Search site (http://www.dgs.ca.gov/osp/Forms/Search.aspx). 2. All MCP forms will be made available on the MyCalPAYS website. (http://www.sco.ca.gov/21century_mycalpays_reference.html). Links can be made to these locations from your department's intranet site.	2 Weeks Before Go Live	08/24/2012	Highly Recommended
MyCalPAYS Human Resources Road Show	PowerPoint Presentation	A slideshow aimed at human resources staff to provide them with an overview of the changes expected with MyCalPAYS. This presentation should be customized to meet department specific information needs. If department specific changes have not been decided, a second road show can be developed by the department and delivered to HR staff once the decisions are made.	This presentation should be delivered prior to go live and should include any department specific changes to processes or procedures.	2 Weeks Before Go Live	08/15/2012	Highly Recommended

Human Resources Publication Catalog Guide						
Publication	**Type**	**Description**	**Suggested Use**	**Suggested Department Release**	**Available from SCO** (on DST SharePoint Site)	**Required**
End User FAQs	A Link to a PDF document posted on SCO's website	A document containing frequently asked questions taken from training courses. This document contains questions and answers from each module of MyCalPAYS and is posted on the SCO MyCalPAYS website.	This document can be linked to on your department's intranet site. This document will be periodically updated by SCO.	1 Week Before Go Live	08/21/2012	Highly Recommended
MyCalPAYS HR Fact Sheets	A Link to a PDF document posted on SCO's website	A series of fact sheets containing information on changes affecting HR users or processes. Examples of topics covered will include: • Employee Transfers • Position Control • The New MyCalPAYS Timesheet • Interim Business Processes and the new MCP003 Form • SCO Customer Call Center—What to Expect	These fact sheets will be made available on the SCO website. They can be linked to from your department's intranet site or be downloaded and distributed.	1 Week Before Go Live	08/21/2012	Highly Recommended